

Deutsche Bank

Payment Services Directive 2

BE | Deutsche Bank AG - Branch Belgium | DB

KPI & Statistics

Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
April 1	1213	2476	1990	100%	100%	100%
April 2	2464	2287	2185	100%	100%	100%
April 3	1089	1889	1838	100%	100%	100%
April 4	1188	1888	1591	100%	100%	100%
April 5	1222	3357	2729	100%	100%	100%
April 6	1103	1886	1168	100%	100%	100%
April 7	1042	2569	1548	100%	100%	100%
April 8	1209	2220	1275	100%	100%	100%
April 9	1096	1839	4036	100%	100%	100%
April 10	1187	1890	2980	100%	100%	100%
April 11	1061	1865	2518	100%	100%	100%
April 12	1140	1858	2581	100%	100%	100%
April 13	1136	2499	1346	100%	100%	100%
April 14	1269	1841	2576	100%	100%	100%
April 15	1055	2086	2856	100%	100%	100%
April 16	1015	1675	1844	100%	100%	100%
April 17	1044	1739	2078	100%	100%	100%
April 18	1018	1715	1077	100%	100%	100%
April 19	1184	1774	1013	100%	100%	100%
April 20	1065	1816	1193	100%	100%	100%
April 21	1058	2195	3913	100%	100%	100%
April 22	1469	2185	1707	100%	100%	100%
April 23	2634	1841	2212	100%	100%	100%
April 24	1117	2139	2783	100%	100%	100%
April 25	1109	1878	12940	100%	100%	100%
April 26	1077	1876	3913	100%	100%	100%
April 27	1099	1857	2456	100%	100%	100%
April 28	1090	1950	5015	100%	100%	100%
April 29	1098	2207	3746	100%	100%	100%
April 30	1046	1936	3724	100%	100%	100%

All figures are shown as a monthly average time (in milliseconds) resp. percentage (in %) value.

Find more information on our KPIs here: <https://www.deutsche-bank.de/pk/lp/xs2a/psd2-statistics.standalone.html>

KPI & Statistics

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
May 1	1040	1849	3567	100%	100%	100%
May 2	1042	1959	1389	100%	100%	100%
May 3	1086	1924	4162	100%	100%	100%
May 4	1020	2048	5648	100%	100%	100%
May 5	1073	1781	3833	100%	100%	100%
May 6	1062	2019	7924	100%	100%	100%
May 7	1133	1792	1695	100%	100%	100%
May 8	993	1774	1155	100%	100%	100%
May 9	1271	1856	4904	100%	100%	100%
May 10	1070	1772	4502	100%	100%	100%
May 11	2523	1830	2300	100%	100%	100%
May 12	1089	1930	1344	100%	100%	100%
May 13	1012	2105	8639	100%	100%	100%
May 14	1016	2173	2153	100%	100%	100%
May 15	1192	2495	1156	100%	100%	100%
May 16	1109	1921	3959	100%	100%	100%
May 17	1003	1826	1727	100%	100%	100%
May 18	1014	1867	3950	100%	100%	100%
May 19	955	2053	2523	100%	100%	100%
May 20	1041	1708	3722	100%	100%	100%
May 21	1089	1848	2981	100%	100%	100%
May 22	971	1950	2535	100%	100%	100%
May 23	1041	2391	4390	100%	100%	100%
May 24	1080	1787	1270	100%	100%	100%
May 25	971	2161	4330	100%	100%	100%
May 26	1009	1726	3630	100%	100%	100%
May 27	1020	1556	1833	100%	100%	100%
May 28	926	1696	2023	100%	100%	100%
May 29	970	1760	1235	100%	100%	100%
May 30	1003	2362	1414	100%	100%	100%
May 31	1145	2797	10626	100%	100%	100%

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Dedicated Interface

	AIS Bal	AIS Tra	PIS Single	Up (AIS)	Up (PIS)	Up (PIIS)
June 1	1376	3812	5760	100%	100%	100%
June 2	1646	2785	4329	100%	100%	100%
June 3	2107	1734	8706	100%	100%	100%
June 4	1029	1666	1158	100%	100%	100%
June 5	1117	2460	2167	100%	100%	100%
June 6	1029	1743	1831	100%	100%	100%
June 7	1001	1862	2162	100%	100%	100%
June 8	1106	3240	1190	100%	100%	100%
June 9	1129	2252	1193	100%	100%	100%
June 10	1088	2024	1935	100%	100%	100%
June 11	1036	1881	2221	100%	100%	100%
June 12	994	1813	2451	100%	100%	100%
June 13	987	2107	5043	100%	100%	100%
June 14	1779	3040	3528	100%	100%	100%
June 15	1117	2711	1465	100%	100%	100%
June 16	1157	2195	2894	100%	100%	100%
June 17	1237	1760	3566	100%	100%	100%
June 18	1075	1800	1954	100%	100%	100%
June 19	1233	2230	4079	100%	100%	100%
June 20	1173	2050	3192	100%	100%	100%
June 21	1144	2056	6404	100%	100%	100%
June 22	1148	1947	2852	100%	100%	100%
June 23	1236	2245	1770	100%	100%	100%
June 24	1498	2131	3961	100%	100%	100%
June 25	1052	1984	1481	100%	100%	100%
June 26	1300	2773	3164	100%	100%	100%
June 27	1199	2939	3443	100%	100%	100%
June 28	2584	3885	1503	100%	100%	100%
June 29	1683	3541	6765	100%	100%	100%
June 30	1548	4100	2955	100%	100%	100%

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KPI & Statistics

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Online Channel (OnlineBankingBelgium)

	AIS Bal	AIS Tra	PIS Single	Up		
April 1	2214	2192	3178	100%		
April 2	3234	2425	3190	100%		
April 3	4411	2506	3167	100%		
April 4	2142	2340	3191	100%		
April 5	2234	2225	3190	100%		
April 6	2230	2222	3166	100%		
April 7	2226	2220	3222	100%		
April 8	2239	2221	3239	100%		
April 9	2219	2246	3221	100%		
April 10	2205	2269	3216	100%		
April 11	2217	2180	3166	100%		
April 12	2219	2364	3221	100%		
April 13	2240	2207	3164	100%		
April 14	2232	2213	3171	100%		
April 15	2207	2143	3159	100%		
April 16	2242	2240	3491	100%		
April 17	2202	2173	3631	100%		
April 18	2196	2159	3148	100%		
April 19	2190	2222	3166	100%		
April 20	2226	2820	3192	100%		
April 21	2279	2248	3202	100%		
April 22	2329	2240	3191	100%		
April 23	2347	2185	3243	100%		
April 24	2193	2184	3237	100%		
April 25	2219	2364	3221	100%		
April 26	2240	2207	3164	100%		
April 27	2260	2190	3188	100%		
April 28	2411	2206	3167	100%		
April 29	2142	2240	3191	100%		
April 30	2212	2181	3122	100%		

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Online Channel (OnlineBankingBelgium)

	AIS Bal	AIS Tra	PIS Single	Up		
May 1	2195	2149	3173	100%		
May 2	2227	2196	3244	100%		
May 3	2238	2198	3256	100%		
May 4	2207	2204	3177	100%		
May 5	2237	2207	3177	100%		
May 6	2239	2216	3285	100%		
May 7	2212	2167	3150	100%		
May 8	2198	2221	3281	100%		
May 9	2226	2227	3271	100%		
May 10	2240	2207	3234	100%		
May 11	2245	2210	3215	100%		
May 12	2211	2406	3167	100%		
May 13	2242	2340	3191	100%		
May 14	2220	2164	3173	100%		
May 15	2190	2231	3176	100%		
May 16	2195	2248	3166	100%		
May 17	2200	2285	4731	100%		
May 18	2206	2206	3174	100%		
May 19	2206	2231	3449	100%		
May 20	2203	2212	3283	100%		
May 21	2181	2190	3122	100%		
May 22	2169	2172	3078	100%		
May 23	2189	2182	3046	100%		
May 24	2230	2193	3176	100%		
May 25	2232	2240	3191	100%		
May 26	2230	2192	3095	100%		
May 27	2227	2207	3177	100%		
May 28	3484	2362	3086	100%		
May 29	2238	2344	3506	100%		
May 30	2288	2211	3208	100%		
May 31	2240	2199	3110	100%		

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Online Channel (OnlineBankingBelgium)

	AIS Bal	AIS Tra	PIS Single	Up		
June 1	2239	2214	3138	100%		
June 2	2234	2225	3190	100%		
June 3	2234	2188	3147	100%		
June 4	2217	3459	3358	100%		
June 5	2191	2181	3286	100%		
June 6	2214	2192	3178	100%		
June 7	2234	2225	3190	100%		
June 8	2226	2197	3283	100%		
June 9	2240	2222	3166	100%		
June 10	2226	2220	3222	100%		
June 11	2202	2172	3194	100%		
June 12	2204	2181	3369	100%		
June 13	2229	2221	3180	100%		
June 14	2227	2207	3177	100%		
June 15	2217	2185	3183	100%		
June 16	2203	2184	3237	100%		
June 17	2219	2164	3221	100%		
June 18	2240	2207	3164	100%		
June 19	2219	2364	4695	100%		
June 20	2347	2185	3243	100%		
June 21	2193	2184	3237	100%		
June 22	2219	2364	3221	100%		
June 23	2240	2207	3164	100%		
June 24	2232	2213	3171	100%		
June 25	2230	2208	3163	100%		
June 26	2224	2200	3169	100%		
June 27	2222	2184	3207	100%		
June 28	2329	2240	3191	100%		
June 29	2245	2210	3183	100%		
June 30	2211	2206	3167	100%		

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
April 1	2861	3299	1718	100%		
April 2	3897	4336	1776	100%		
April 3	4058	4306	1857	100%		
April 4	2883	3623	1754	100%		
April 5	2897	3336	1776	100%		
April 6	2871	3281	1697	100%		
April 7	2861	3262	1678	100%		
April 8	2884	3316	1737	100%		
April 9	2881	3321	1730	100%		
April 10	2856	3244	1730	100%		
April 11	2867	3238	1687	100%		
April 12	2881	3221	1730	100%		
April 13	2861	3271	1696	100%		
April 14	2862	3297	1702	100%		
April 15	2846	3253	1695	100%		
April 16	2843	3223	1684	100%		
April 17	2842	3267	1682	100%		
April 18	2837	3250	1677	100%		
April 19	2871	3281	1707	100%		
April 20	2870	3302	1678	100%		
April 21	2867	3293	1741	100%		
April 22	2883	3323	1754	100%		
April 23	2845	3269	1691	100%		
April 24	2875	3262	1683	100%		
April 25	2881	3221	1730	100%		
April 26	2861	3271	1696	100%		
April 27	2856	3273	1684	100%		
April 28	2894	3306	1757	100%		
April 29	2883	3623	1754	100%		
April 30	2836	3228	1677	100%		

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
May 1	2834	3240	1676	100%		
May 2	2854	3281	1666	100%		
May 3	2860	3271	1674	100%		
May 4	2860	3243	1674	100%		
May 5	2850	3245	1679	100%		
May 6	2844	3246	1667	100%		
May 7	2830	3240	1667	100%		
May 8	2832	3247	1674	100%		
May 9	2844	3236	1666	100%		
May 10	2843	3231	1696	100%		
May 11	2840	3736	1663	100%		
May 12	2894	3706	1767	100%		
May 13	2883	3623	1754	100%		
May 14	2835	3232	1680	100%		
May 15	2824	3216	1648	100%		
May 16	2867	3248	1667	100%		
May 17	2871	3233	1672	100%		
May 18	2886	3252	1670	100%		
May 19	2876	3223	1657	100%		
May 20	2870	3233	1665	100%		
May 21	2863	3237	1668	100%		
May 22	2842	3219	1646	100%		
May 23	2857	3220	1660	100%		
May 24	2838	3233	1653	100%		
May 25	2883	3283	1664	100%		
May 26	2863	3310	1723	100%		
May 27	2860	3243	1674	100%		
May 28	3519	3978	1756	100%		
May 29	2856	3300	1717	100%		
May 30	2886	3315	1716	100%		
May 31	2866	3295	1710	100%		

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KPI & Statistics

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Mobile Channel (MyBank)

	AIS Bal	AIS Tra	PIS Single	Up		
June 1	2865	3274	1680	100%		
June 2	2897	3336	1776	100%		
June 3	2872	3333	1735	100%		
June 4	2863	3284	1728	100%		
June 5	2872	3297	1720	100%		
June 6	2861	3299	1718	100%		
June 7	2897	3336	1776	100%		
June 8	2870	3312	1729	100%		
June 9	2871	3281	1697	100%		
June 10	2851	3262	1678	100%		
June 11	2834	3231	1683	100%		
June 12	2841	3224	1670	100%		
June 13	2855	3256	1677	100%		
June 14	2860	3243	1674	100%		
June 15	2845	3269	1691	100%		
June 16	2875	3262	1683	100%		
June 17	2891	3221	1730	100%		
June 18	2861	3271	1696	100%		
June 19	2881	3321	1730	100%		
June 20	2845	3269	1691	100%		
June 21	2875	3262	1683	100%		
June 22	2881	3221	1730	100%		
June 23	2861	3271	1696	100%		
June 24	2862	3297	1702	100%		
June 25	2873	3290	1716	100%		
June 26	2857	3265	1701	100%		
June 27	2865	3259	1741	100%		
June 28	2883	3323	1754	100%		
June 29	2840	3336	1749	100%		
June 30	2894	3306	1767	100%		

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Annex: Non comparability of client channel functionality

The latest NISP - NextGenPSD2 Implementation Support Program - introduced a method to enhance the comparability of API services and client channel applications within their Compliance paper v1.4.

This has been implemented for this region as some formatting e.g. on IBANs and other payment data are performed in the related online / mobile channels already in the frontend. Those checks are included on the middleware of the API channel which lead to a systematic uncomparability between online / mobile and API channels in the chosen performance measurement approach.

Therefore it has been introduced as best practice to add the measured performance of the online channels additional time blocks which is equivalent to the medium performance of the checks in the API channel, to make the overall performance figures comparable. Several random tests considering different users and accounts have been carried out, resulting in the following average load times which were added to the KPIs shown in the previous page:

Online Channel

AIS Bal: 1788 ms

AIS Tra: 1956 ms

PIS Single: 2724 ms

Mobile Channel

AIS Bal: 2654 ms

AIS Tra: 2789 ms

PIS Single: 1459 ms